

Local lettings plan for Cheltenham Borough Council Housing Services

Edward Wilson House, Princess Elizabeth Way, GL51 0HA (Effective from May 2026)

Local Lettings Plan Summary:

This local lettings plan (LLP) relates to Edward Wilson House, a block of 114 no 1 bedroom flats, built during the 1950's and 1960's, following the arrival of GCHQ in Cheltenham.

The flats at Edward Wilson House are owned by Cheltenham Borough Council and are located on Princess Elizabeth Way, in close proximity to the smaller Scott House- another large (85 x 1 bed) block of flats owned by Cheltenham Borough Council on Princess Elizabeth Way.

Both blocks are located within walking distance of Coronation Square, which provides a range of shops and essential services.

Edward Wilson House is currently covered by an extant Local Lettings Plan published by the Council dating from 2012.

However, following the Council's decision to take full operational control over our housing stock in October 2023, and to effectively fulfil the Council's landlord function in line with the Consumer Standards, a subsequent review of live Local Lettings Plans has been undertaken. Evidence provided by various internal teams during this internal Local Lettings Plan review has helped to inform the Council's decision to renew the Local Lettings Plan at Edward Wilson House and keep this Local Lettings Plan under regular review moving forwards.

Under the Consumer Standards (and the [Transparency, Influence and Accountability Standard](#)), stock-owning local authorities are required to "take tenants views into account in their decision making about how landlord services are delivered and communicate how tenants views have been considered". Additionally, local authorities must deliver accessible landlord services and ensure that the diverse needs of tenants are reflected within fair and equitable outcomes arising from housing and landlord services.

In view of the size of this block, the Council's consumer standards obligations, and the potential significant impact that any changes to a Local Lettings Plan may have on tenants living in Edward House and the surrounding area, officers propose this Local Lettings Plan and associated Officer Decision Notice will be presented before the Council's Housing Committee, to give this group a genuine opportunity to scrutinise and influence the Council's housing and landlord functions, which will form part of the officer decision consultation process for this decision.

Accordingly, the purpose of this Local Lettings Plan is to support multi-agency initiatives to strengthen community cohesion in and around Edward Wilson House, thereby supporting the Council's wider ongoing efforts to create sustainable and thriving communities across Cheltenham.

The Local Lettings Plan:

CBC will use this Local Letting Plan to cover the first lets, and all subsequent lets for an initial twelve-month period (until 31st May 2027), of all 114 x 1 bedroom flats within Edward Wilson House, Princess Elizabeth Way, Cheltenham, GL51 0HA in order to maintain as balanced and sustainable a community as possible, where each resident has the maximum opportunity to thrive.

This Local Lettings Plan will provide CBC Housing Services with greater control over initial and subsequent lettings for a twelve month period in order to continue to build on the restricting of ASB and tenancy management services and positive momentum in improving community cohesion at nearby Scott House.

This Local Lettings Plan does not represent a long-term lettings strategy for these properties, and has been designed to help ongoing efforts to enhance community cohesion in this location, working closely with tenants and key statutory partners. The Local Lettings Plan will be reviewed on an annual basis, in line with the [Annual Review Process set out below](#).

Exclusion Criteria:

CBC Housing Services reserves the right not to offer a tenancy at properties within Edward Wilson House to a person where the applicant(s) and/or member of the applicant's household are:

- Persons for whom a Possession Order has been obtained relating to Anti-Social Behaviour (ASB) or who has previously been evicted for ASB or who has been the subject of an Anti-Social Behaviour Injunction (ASBI) within the last 3 years.
- Persons with a history of ASB at a current or previous tenancy within the last 3 years. Each applicant will be considered on a case-by-case basis and will

include the applicant(s) response or engagement with any informal ASB actions, such as Acceptable Behaviour Contracts (ABC's).

- Persons with unspent Criminal Convictions.
- Persons who have caused a deterioration of the condition of their current property, its garden or its fixtures and fittings due to hoarding, ill-treatment, waste, neglect or default. This will include any unauthorised alterations.
- Persons who have a high support need that either are not currently being adequately supported or where the applicant is demonstrably not engaging with relevant offers of support.

**When applying the above exclusion criteria, CBC Housing Services will consider the individual circumstances of each applicant, for example where domestic abuse may have contributed to reports of anti-social behaviour or a deterioration of the condition of their current property. Decisions taken to bypass applicants will be reviewed by officers as part of the Local Lettings Plan [Annual Review Process](#), as detailed below.*

- If there is evidence that an applicant does not meet the Local Lettings Plan criteria the process will then move to the next ranking applicant. At the same time we will inform the applicant of the reason(s) they have not been successful and of any steps that they need to take to prevent further bypass.
- If the applicant meets the Lettings Plan criteria an affordability assessment will be carried out.
- If the property is deemed to be affordable for the applicant then a visit will be made. The reason for the visit will be:-
 - 1) To identify any existing housing management issues
 - 2) To provide the applicant with details about the property.
 - 3) To discuss and assist in identification of any potential support needs that need to be addressed

Providing all is acceptable then a viewing of the property will be arranged with the Lettings Officer.

Annual Review Process:

This local-lettings plan will be subject to an annual review by Cheltenham Borough Council, the first being 9 months after the date the Lettings Plan is agreed (February 2027), in consultation with key Officers including the Tenancy Services Manager, Empty Homes Team Leader(s), Housing Options Manager and the Housing Enabling team to ensure it continues to fulfil the needs and criteria as initially intended and to decide if any extension or amendment is required based on factual evidence.

Once again, officers are supportive of sharing the outcome of this review, as informed by available evidence, with the Housing Committee and/or other tenant groups as

appropriate to ensure that tenants have a genuine opportunity to shape, influence and scrutinise the delivery of housing services.

The Annual Lettings Plan Review will cover the following issues to determine whether extending or amending this Local Lettings Plan is appropriate:

- The number of bypasses made through the Local Lettings Plan (if any), including a review of the high-level circumstances justifying each bypass.
- Community cohesion or anti-social behavior issues, supported by factual evidence.
- A review of the impact of this Local Lettings Plan on the ability of CBC's Housing Options Team to tackle homelessness and rough sleeping considering the Council's statutory responsibility under the Homelessness Reduction Act and other homelessness legislation.

In exceptional circumstances where the Local Lettings Plan is not functioning as initially intended, the Council may seek to hold an early review, (prior to the annual review) of the Local Lettings Plan.

The Local Lettings Plan will automatically expire on 31st May 2027 if an extension to the Local Lettings Plan, supported by factual evidence, is not agreed by CBC officers during (or before) February 2027.